

Applicant: Petteri Lannes et al.  
Application No.: 10/598,392  
Response to Office action mailed Jan. 11, 2008  
Response filed April 18, 2008

### **Claim Listing**

1–20. (cancelled)

21. (currently amended) A method in the maintenance of machines, processes, automation systems and equipment relating to papermaking, wherein a teleservice connection based on a data communication link is arranged between a production plant and a teleservice center, and wherein the machine relating to papermaking is located at a production plant which is equipped with a plant data system, and wherein the condition, state [[and/]] or performance of the machine units [[and/]] or processes [[and/]] or automation systems of a production line at the production plant are monitored by monitoring systems in order to recognize emergency situations,

in which method in a recognized emergency situation an automatic service process is started based on signals given by said monitoring systems, and wherein the method functions statefully, whereby the method ensures that all stages will be carried out and that all messages will reach their destination.

22. (currently amended) The method of claim 21 wherein the monitoring systems comprise condition monitoring systems [[and/]] or performance measuring systems [[and/]] or quality assessment systems and diagnostic units.

23. (previously presented) The method of claim 21, wherein said automatic service process is started when the value of measured data collected from the monitoring systems exceeds or falls shorts of an established limit value.

24. (currently amended) The method of claim 21, wherein based on said automatic service process, instructions for action and/or an action are formed automatically in order to remedy failure situations at the production plant.

Applicant: Petteri Lannes et al.  
Application No.: 10/598,392  
Response to Office action mailed Jan. 11, 2008  
Response filed April 18, 2008

25. (currently amended) The method of claim 21, wherein the automatic service process comprises stages, in which

for magnitudes measured [[/]] or determined by the monitoring systems limit values are established, and any exceeding or falling short of these will cause a triggering signal;

in the production plant a data collecting unit is arranged, which receives the signals [[/]] or measured data arriving from the monitoring systems and stores them in a database;

a message relay system is arranged at the production plant to receive the signals arriving from the data-collecting unit, which signals comprise triggering signals and measured data;

based on said signals [[and/]] or said triggering signals a failure situation is defined as having occurred;

a data communication link is arranged between the message relay system and the teleservice center;

in a failure situation, an automatic failure report is transmitted to the teleservice center by using said data communication link;

the failure situation is analyzed automatically at the teleservice center; and based on the analysis, instructions for action are generated automatically to remedy the failure situation.

26. (currently amended) The method of claim 21, wherein a data communication link is arranged between the teleservice connection message relay system and the plant data system.

Applicant: Petteri Lannes et al.  
Application No.: 10/598,392  
Response to Office action mailed Jan. 11, 2008  
Response filed April 18, 2008

27. (previously presented) The method of claim 21, wherein at the stage where the failure situation is analyzed, data measured earlier on the same or a similar object is utilized in the analysis.

28. (previously presented) The method of claim 24, wherein in the instructions for action an instruction is proposed concerning adjustment of operating parameters of the machine.

29. (previously presented) The method of claim 28, wherein the operating parameters of the machine are adjusted in such a way that the service action can be put off.

30. (previously presented) The method of claim 28, wherein the operating parameters of the machine are adjusted in such a way that the service action can be put off until the following regular service.

31. (currently amended) The method of claim 24, wherein the automatically generated instructions for action are delivered as an automatic message to service staff of the teleservice center [[and/]] or to service staff of the production plant.

32. (currently amended) The method of claim 24, wherein said automatically generated instructions for action [[and/]] or said action for remedying failure situations at the production plant comprise a control action, by which parameters of the production plant's machine unit are adjusted automatically.

Applicant: Petteri Lannes et al.  
Application No.: 10/598,392  
Response to Office action mailed Jan. 11, 2008  
Response filed April 18, 2008

33. (currently amended) A system in the maintenance of machines, processes, automation systems and equipment relating to papermaking, where the machine relating to papermaking is located at a production plant which is equipped with a plant data system, and wherein a teleservice connection based on a data communication link is arranged between the production plant and the teleservice center, and where the condition, state [[and/]] or performance of machine units [[and/]] or processes [[and/]] or automation systems of a production line at the production plant are monitored by monitoring systems, in order to recognize emergency situations, which system comprises means for providing an automatic service process, wherein the system is stateful whereby the system functions in such a way that all messages will reach their destination and all defined stages will be carried out.

34. (currently amended) The system of claim 33 wherein the monitoring systems comprise condition monitoring systems [[and/]] or performance measuring systems [[and/]] or quality assessment systems and diagnostic units.

35. (previously presented) The system of claim 33, further comprising means for providing automatically generated instructions for action.

36. (previously presented) The system of claim 33 further comprising:  
means for collecting automatic measured data from the machine units of the production plant;  
means for transmitting the measured data from the production plant to a teleservice center;  
means for analyzing the measured data at the teleservice center;  
means for generating automatic instructions for action at the teleservice center; and  
means for transmitting the automatic instructions for action to inform service staff.

Applicant: Petteri Lannes et al.  
Application No.: 10/598,392  
Response to Office action mailed Jan. 11, 2008  
Response filed April 18, 2008

37. (currently amended) The system of claim 33 further comprising:  
a data-collecting unit arranged to collect and store data arriving from the monitoring  
systems; and  
a message relay system adapted to receive triggering signals and data arriving from  
the data-collecting unit [[and/]] or itself to form a triggering signal.

38. (previously presented) The system of claim 37 wherein a data communication  
link is arranged between the message relay system and the plant data system.

39. (previously presented) The system of claim 37 wherein the message relay  
system is arranged to form and transmit messages in a structured form.

40. (previously presented) The system of claim 39 where the message relay system  
is arranged to transmit messages in XML form.

41. (previously presented) The system of claim 39 wherein the messages formed  
by the message relay system are encrypted or protected in some other manner.

42. (previously presented) The system of claim 33 further comprising means for  
generating a video and audio link between the production plant and the teleservice center.

43. (previously presented) The system of claim 42 wherein the means for  
generating a video and audio link between the production plant and the teleservice center  
comprises a quick-acting key, which is arranged to open a direct data transmission link  
without any essential delay between the operator at the production plant and the staff at the  
teleservice center, as well as the means required for the data transmission link.